

Child Safety POLICY

Title: Support service case
Policy No: 406-5

Policy Statement:

The Department of Child Safety, Youth and Women (Child Safety) is committed to providing, or helping provide, preventative and supportive services to strengthen and support families.

A support service case is opened when it is determined that a child is not in need of protection but Child Safety support is required. It is based on an agreement by the parents, pregnant woman, or young person to work with Child Safety, and does not require the use of a court order.

A support service case may also be opened, following a young person's eighteenth birthday, where the young person was previously subject to a child protection order granting custody or guardianship to the chief executive, or previously subject to a child protection order where an approved carer was subsequently granted the long-term guardianship of the child.

A support service case is of a short-term and supportive nature, and the child or young person remains at home or in their usual place of residence for the intervention period. A support service case will not involve provision of a placement via a care agreement. The purpose is to reduce the likelihood of future harm to a child or an unborn child, or to provide ongoing support to a young person transitioning from care.

The safe care and connection of Aboriginal and Torres Strait Islander children with family, community, culture and country will be a key consideration when undertaking a support service case with Aboriginal or Torres Strait Islander children and families.

Child Safety is committed to respecting, protecting and promoting human rights. Under the *Human Rights Act 2019*, Child Safety has an obligation to act and make decisions in a way that is compatible with human rights and, when making a decision, to give proper consideration to human rights.

Principles:

- The preferred way of ensuring a child's wellbeing is through the support of the child's family.
- Families have the primary responsibility for the upbringing, protection and development of their children.
- Support services should maintain family relationships and be supportive of individual rights and ethnic, religious and cultural identity and values.
- Child Safety staff will act and make decisions in a way that is compatible with human rights and obligations under the *Human Rights Act 2019*.

- The five elements of the child placement principle (prevention, partnership, placement, participation and connection) under the *Child Protection Act 1999*, section 5C, apply to any processes, decisions and actions taken for an Aboriginal or Torres Strait Islander child.
- Children and young people have a right to be given information about decisions and plans concerning their future and personal history.
- Children and young people have the right to be provided with opportunities to be involved in making decisions which ensure, or contribute to ensuring, their protection.

Objectives:

This policy outlines the circumstances in which preventative and supportive services may be offered by Child Safety and aims to ensure that:

- Child Safety staff take actions and make decisions in accordance with provisions in the *Child Protection Act 1999*.
- Child Safety staff recognise whether human rights are affected by a decision or action and only limit rights proportionately and reasonably as appropriate in the circumstances.

Scope:

This policy relates to service provision by Child Safety to a child and their parents, a pregnant woman, or a young person, including those who may have transitioned to adulthood, where the child or young person is not in need of protection.

Support service cases are not subject to case planning and review requirements that are required for a child in need of protection. A plan for intervention is developed in conjunction with the child and their family, young person or pregnant woman. This plan is referred to as a support plan and it will outline the goals for intervention, outcomes and actions.

Roles and Responsibilities:

The roles and responsibilities of Child Safety staff in relation to support service cases are outlined in the Child Safety Practice Manual, Support a child at home, and associated resources.

Authority:

Child Protection Act 1999, section 7(b)

Delegations:

Refer to instruments of delegation for delegations relevant to support service cases.

Records File No.: CHS/03382
Date of approval: 20 December 2019
Date of operation: 1 January 2020
Date to be reviewed: 1 January 2023

Office: Child and Family Operations
Help Contact: Operational Support

Links:

Procedure

Child Safety Practice Manual

Related Policies

Structured Decision Making (407)

Investigation and assessment (386)

Supporting children in the care of long-term guardians (607)

Related Legislation or Standards

Commission for Children and Young People and Child Guardian Act 2000

Human Rights Act 2019

Queensland Civil and Administrative Tribunal Act 2009

Forms

Support plan

Rescinded policies

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Michael Hogan
Director-General